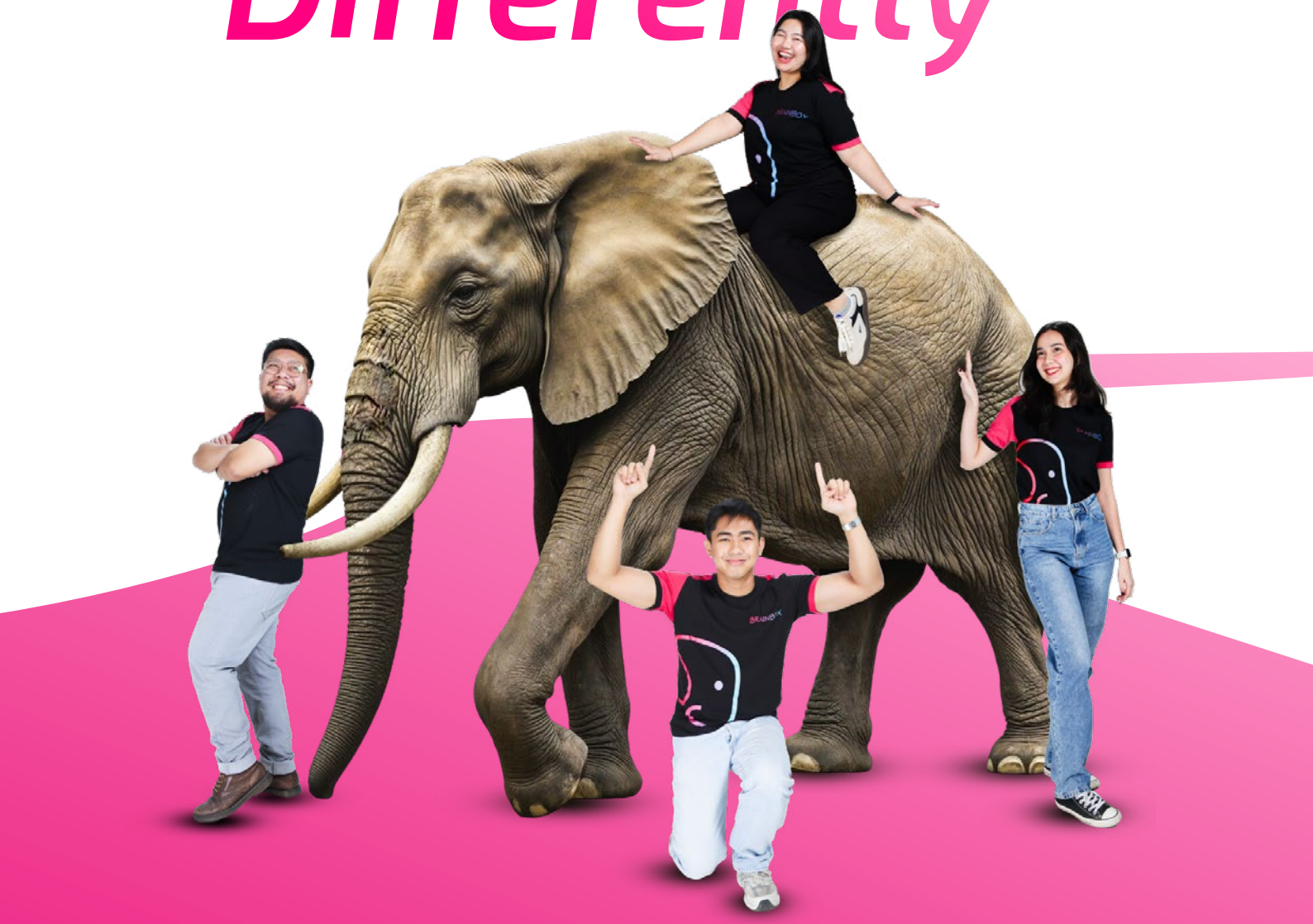
AUSTRALIA

BRAINBOX

Offshoring Done Differently



www.brain-box.com.au

Always be KIND.

Our core value of ‘kindness’ is reflected in everything that we do. We help our clients to be kind to their staff, kind to their customers, kind to the environment, and kind to themselves. Our clients don’t care how much we know until they know how much we care.

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WHO WE ARE

Brainbox is a privately-owned Australian company that works with executives, internal human resource departments and operational teams across a range of industry sectors. Committed to quality and consistency, Brainbox follows a formalised and practical framework for delivering high-quality results to our clients. We care about empowering and enabling our clients to see things differently. We offer an impactful change that delivers real and tangible value long after we've gone.

Our organisation was formed for a singular purpose – to enable businesses to leverage the same economies of scale available to the big end of town. As part of the Brainbox family of companies, our ethos is simple. We do not have a graduate intake or an intern program. Rather, our team members are carefully selected for the values that they hold and the experience that they bring to bear for our clients. Every team member has significant experience in their specialist domain, and their suite of skills encompasses a broad range of professions.

We believe that people are the best asset in any company, regardless of the business size, industry and market share, because it's through your people that your business will succeed.

Trading since 2007

Advantages of Offshoring

- Zero ICT infrastructure investment required
- No time & attendance administration overhead
- Fully managed technical support included
- No office furniture or equipment costs
- No leased office space expenses

Brainbox is a registered entity in:

USA

AUSTRALIA

PHILIPPINES

Our Philippine Headquarters - Pampanga

Our Australia Headquarters - Perth

At Brainbox Group, we focus on unlocking potential in people and the organisations that they work for.

We serve clients in many different countries and industries, all bound by a common desire to help their people reach their full potential.

OFFSHORING WITH BRAINBOX

Brainbox provides a gateway to thousands of highly qualified staff to deliver outstanding performance and agility to your organisation. We are in the people business and understand how to help you maximise the return from your offshoring investment.

Simplicity

Our operating model is incredibly simple. You pay one low monthly fee and this encompasses salary, premises, facilities, internet access, even the computer and software. No hidden charges, no extras, no unexpected expenses. This brings certainty to your budget and easy calculation of the return on your offshoring investment.

Salaries

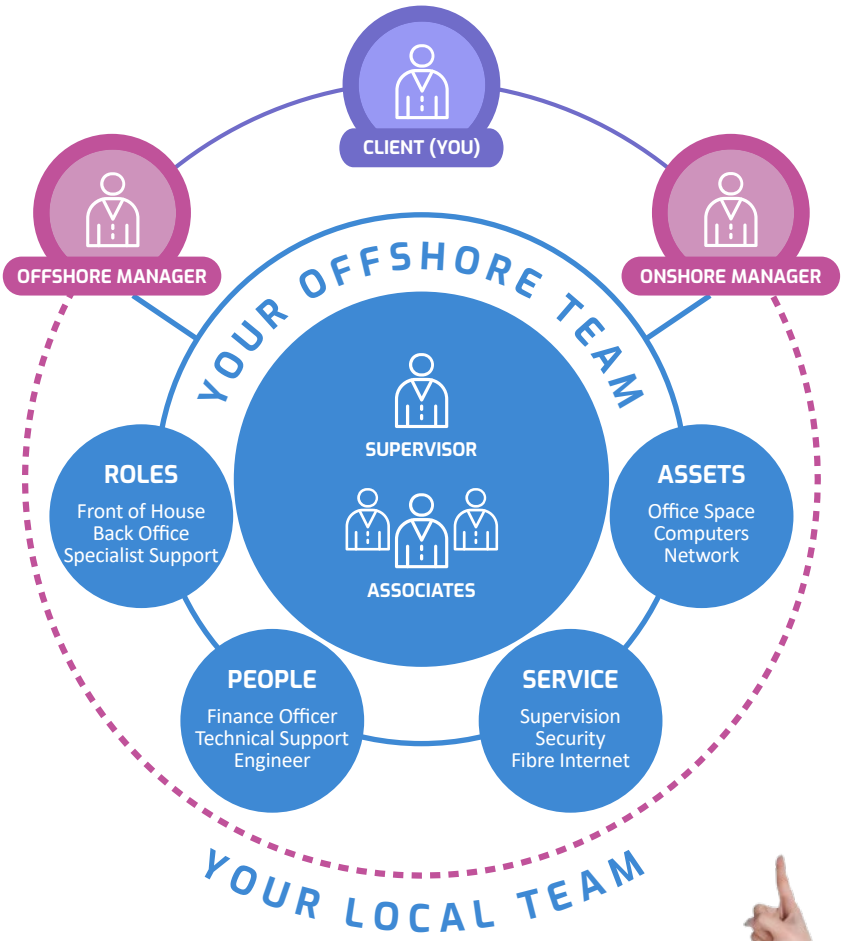
Unlike many offshoring firms, we pay top salaries to encourage the best applicants. Our personnel department has a substantial waitlist of candidates looking for positions with Brainbox because we also offer good working conditions and ongoing opportunities for professional development. Just like any other firm, we know that the hidden costs of recruitment and retraining usually outweigh any investment in developing our own people.

Sites

Our premises are located adjacent to one of the Philippines' special economic zones, and along one of the largest trunk routes in the Philippines. This provides stability of power and other services, along with easy transportation options for staff. Our large, bright, and modern offices are attractive place to work at, and encourage employees to give their best performance.

Speed

Great comms is essential to keep offshore teams connected and productive. This is why we have a direct fibre connection running into the premises and can offer unparalleled speed and stability for offshore teams. Whether it is downloading large engineering drawings or video-conferencing, a direct fibre connection offers premium capacity and flexibility.



OFFSHORE MANAGEMENT

Brainbox is a 'full service agency' and handles all aspects of your offshore staff. A local service delivery manager acts as your liaison point to your offshore team for all matters relating to HR, although you interact with your staff member as if they were a member of your internal team. With Brainbox, each applicant must pass a screening process designed to measure subject matter expertise, professionalism, and communication skills. The full screening process takes between 2-6 weeks to complete.

THE OFFSHORING BUSINESS CASE

Unlocking Global Opportunities: The Strategic Imperative of Offshoring in Today's Business Landscape

In an era defined by rapid technological advancements and global connectivity, businesses are constantly seeking innovative ways to stay competitive and agile. One strategy that has gained prominence is offshoring – the practice of outsourcing business processes or services to external providers located in different countries. We believe that incorporating offshoring into the workforce model is not just a cost-cutting measure but a strategic imperative for companies aiming to thrive in today's dynamic marketplace.

Cost Efficiency

Cost efficiency is a pivotal factor driving the adoption of offshoring strategies. Beyond the immediate wage differentials, offshoring allows companies to tap into cost-effective infrastructure, utilities, and regulatory environments. For instance, countries with lower living costs often translate into reduced operational expenses. Additionally, offshoring mitigates the need for significant capital investment in establishing and maintaining in-house facilities, leading to further cost savings. This financial flexibility empowers companies to reallocate resources strategically, and channel funds into critical areas such as research, innovation, and market expansion.

Access to Global Talent Pool

The global talent pool accessible through offshoring is a wellspring of diverse skills and perspectives. By engaging professionals from different regions, companies gain access to unique insights, innovative ideas, and specialised expertise not readily available domestically. This cultural diversity fosters a collaborative environment that can spark creativity and problem-solving. Furthermore, tapping into a global talent pool allows companies to fill skill gaps, ensuring they have the right expertise for specific projects or initiatives. The resulting blend of experiences and skills enhances the overall competitiveness and adaptability of the organisation.

24/7 Operations

Globalisation has transformed business operations into a 24/7 affair, with consumers expecting seamless services at any time. Offshoring strategically positions operations in various time zones, enabling companies to maintain continuous workflow and provide round-the-clock customer support. This not only meets customer expectations but also establishes a competitive edge. The ability to operate around the clock ensures that companies can respond swiftly to market changes, address customer needs promptly, and maintain a dynamic presence in a globalised marketplace.

Focus on Core Competencies

Offshoring allows companies to concentrate on their core competencies by outsourcing non-core functions to specialised service providers. This strategic shift minimises internal workload, streamlines operations, and improves overall efficiency. By entrusting routine tasks to offshoring partners, companies can redirect their internal resources toward areas that drive innovation, growth, and customer satisfaction. This focus on core competencies enhances the organisation's strategic positioning, fostering a culture of excellence and specialisation in key business areas.

Scalability and Agility

Scalability and agility are crucial elements of offshoring that enable businesses to respond rapidly to changing market conditions. The flexibility to scale operations up or down in response to demand fluctuations or economic shifts is a significant advantage. For instance, during peak seasons, companies can expand their offshored workforce to meet increased customer demands, and during economic downturns, they can scale back operations without the constraints associated with a fixed, onshore workforce. This adaptability ensures that companies can navigate market dynamics with resilience and efficiency.

Risk Mitigation

Diversifying operations through offshoring serves as a robust risk management strategy. By spreading operations across different geographic locations, companies can mitigate risks associated with geopolitical instability, economic downturns, or natural disasters. Should one location face challenges, other operational centres can provide support and maintain business continuity. This risk mitigation strategy enhances the overall resilience of the organisation, safeguarding against unforeseen circumstances and ensuring a consistent and reliable business operation.

Enhanced Time-to-Market

In a business landscape characterised by rapid technological advancements and ever-evolving consumer preferences, the ability to bring products and mservices to market swiftly is paramount. Offshoring plays a crucial role in reducing time-to-market by leveraging the advantages of a global workforce. By strategically placing operations in different time zones, companies can maintain a continuous workflow, allowing work to progress around the clock. Development cycles can be shortened, and production processes streamlined, ensuring that products reach consumers faster than would be possible with a solely onshore workforce. This agility in responding to market demands is a significant competitive advantage, positioning companies to capitalise on emerging opportunities and stay ahead of industry trends.

Regulatory Compliance Expertise

Expanding operations globally often entails navigating a complex web of international and local regulations. Offshoring partners, with their intimate knowledge of the regulatory landscape in their respective regions, become invaluable allies in ensuring compliance. They can provide insights into local laws, industry standards, and cultural nuances, helping companies navigate potential legal pitfalls. By entrusting regulatory compliance to experienced offshoring partners, businesses can reduce the risk of costly legal complications, fines, and reputational damage. This expertise also allows companies to enter new markets confidently, knowing that their operations align with all applicable regulations.

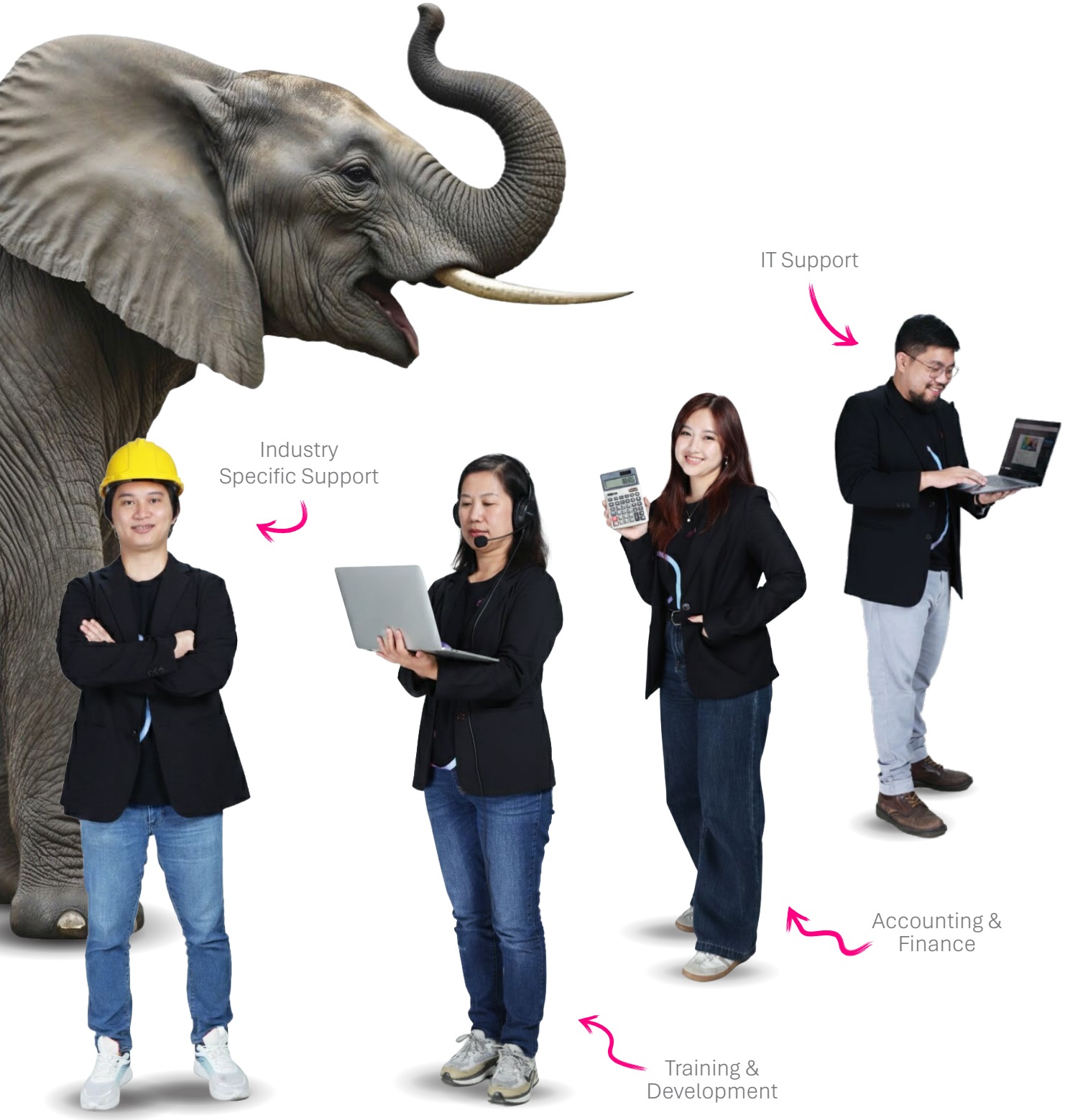
Sustainability and Corporate Social Responsibility (CSR)

In an era where consumers are increasingly conscious of environmental and social issues, businesses are under growing pressure to demonstrate commitment to sustainability and corporate social responsibility (CSR). Offshoring presents an opportunity for companies to align their operations with these values. By choosing offshore locations with strong commitments to environmental sustainability and ethical labour practices, businesses can contribute to positive social and environmental outcomes. This not only enhances their corporate image but also resonates positively with socially conscious consumers. Incorporating sustainable practices in offshoring decisions can be a powerful differentiator, attracting a loyal customer base that values companies dedicated to making a positive impact on the world.

> Offshoring is not merely a cost-cutting tool; it is a strategic enabler that empowers businesses to thrive in the global marketplace. By harnessing the advantages of cost efficiency, global talent access, 24/7 operations, focus on core competencies, scalability, and risk mitigation, companies can position themselves for sustained success.

ROLES YOU CAN OFFSHORE

For industry-specific roles, visit our website and click the **“Industries”** menu.

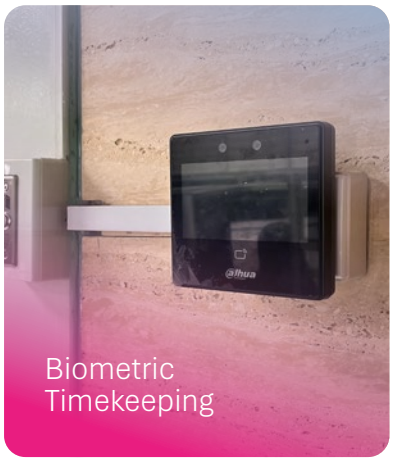


FACILITIES & MANAGEMENT SUPPORT

Modern & Bright Building

Free Parking

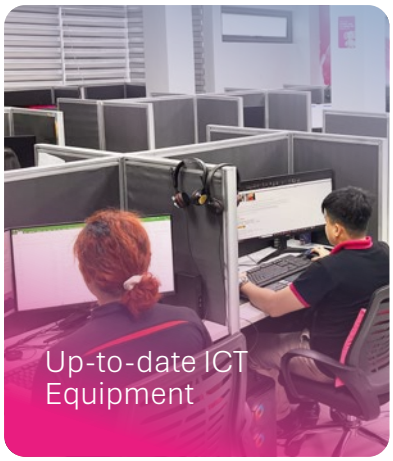
Open Plan Workspaces



Biometric Timekeeping

High Speed, Redundant Internet

Industry Leading Productivity Tools

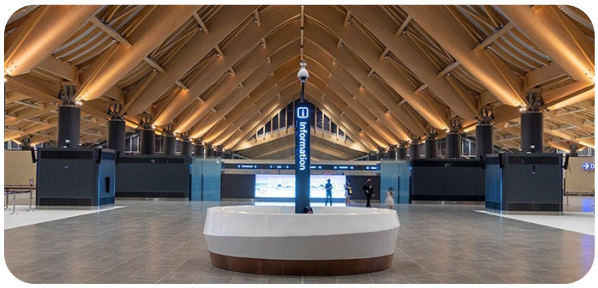

Up-to-date ICT Equipment

Redundant Power Supply

Offshore Leaders & Support Staff

CLIENT VISITATION PROGRAM

Visits to offshore locations play a crucial role in fostering collaboration, boosting productivity, and building trust between clients and their staff members. To support this, Brainbox has established a Client Visitation Program to prepare you and help you set your expectations when visiting your offshore team in the Philippines.



Arrival in the Philippines

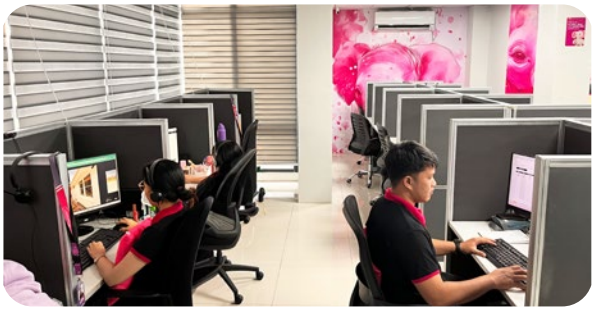
There are regular flights to the Philippines from all Australian cities. Clients wishing to visit their team members can liaise directly with Brainbox travel staff who will help to arrange flights to the international airport alongside the Clark Special Economic Zone. A car and driver will be waiting on arrival to show you to your accomodation.

Accommodation

Clients visiting their teams in the Philippines are accommodated at La Grande Residences. This residential complex is complete with spacious rooms, amenities, business services and wellness facilities to make your stay safe, hassle-free, and worthwhile. Brainbox is pleased to arrange complimentary accomodation for your stay in the Philippines.

Local Transportation

Traffic can be a little hectic in the Philippines and Filipinos drive on the right side of the road (the opposite to Australia). Brainbox is pleased to offer visiting clients a complimentary car and driver for the duration of their stay.



Working from Brainbox offices

The Brainbox offices are large and open plan, with a private meeting space available should you require it. Upon your arrival, our IT staff will register your biometrics to access the building, and provide you a WiFi password. A range of restaurants are also available within the vicinity. Brainbox is pleased to arrange a luncheon reservation for you or together with your team.

Leisure Program

Brainbox can arrange a leisure program that seamlessly integrates with your visit, offering a range of engaging activities and entertainment options that will leave you invigorated, inspired, and refreshed. From outdoor adventures to relaxation sessions, our carefully curated activities are sure to delight you and your team members.

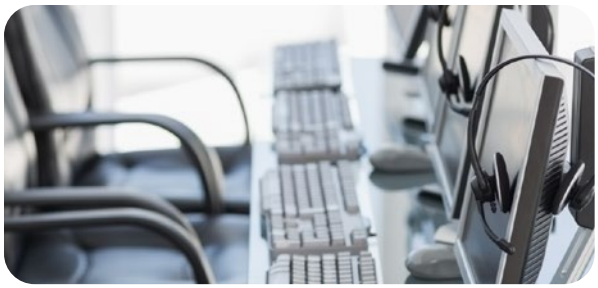
A full and detailed version of the **Brainbox Client Travel Guide** will be made available for clients travelling to the Philippines.

ABOUT THE PHILIPPINES

The Philippines is one of the most popular offshoring destinations in the world, according to Kearney's Global Services Index in 2018. Ibis World Paper: BPO Market Research Report (2023), found that around 34,000 Australian companies already offshore part of their operations to the Philippines.

The Philippines has expanded its services to a wide variety of industries, such as IT, health care, financial services, analytics, data transcription, engineering, software development, animation, design and more. Offshoring contributes to a majority of the country's GDP, and is a common form of employment for the Filipino people.

Telecommunications and other infrastructure are of a world-class standard, and the country offers a rich and diverse lifestyle.



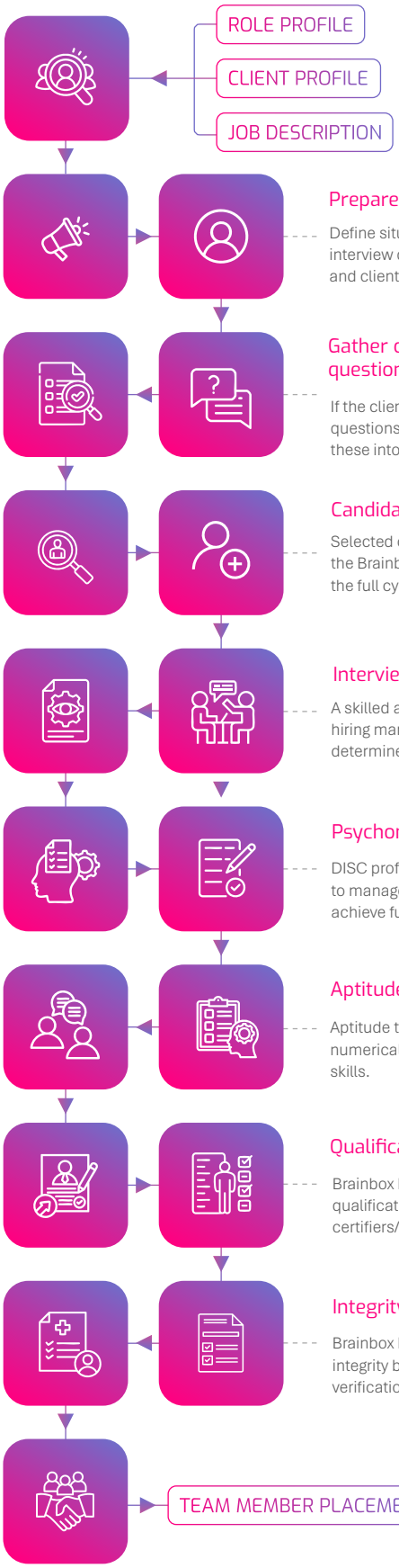
What makes the Philippines a mecca for global offshoring?

- Time zone similarities
- Highly-skilled talent pool
- English language proficiency
- Competitive labor cost
- Access to global market
- Increased productivity
- Cultural compatibility
- Infrastructure
- Political stability
- Data privacy

> Ibis World Paper: BPO Market Research Report (2023), found that **around 34,000 Australian companies** already offshore part of their operations to the Philippines.

https://www.ibisworld.com/au/industry/business-process-outsourcing/5515/#IndustryStatisticsAndTrends

HIRING ROADMAP PROCESS



Company Overview

Applied Education is a Perth-based Registered Training Organisation (RTO) delivering accredited qualifications in finance, accounting, business, training, and cybersecurity to students across Australia. The organisation employs 27 staff, supported by a strong network of trainers and industry professionals.

BRAINBOX I CASE STUDY I OFFSHORING

Applied Education – Building Scalable Capability Through an Offshore Education Support Hub

The Challenge

By 2021, Applied Education's leadership identified three converging operational challenges:

1. **High administrative load** – Trainers and local administrators were spending up to 30% of their time on student communication and support tasks that did not require specialist qualifications.
2. **Slow turnaround in assessments and student queries** – The average assessment marking time was over ten business days, and general email response time exceeded 48 hours.
3. **Escalating cost structure** – Domestic recruitment difficulties and rising salary expectations were pushing fixed costs higher, while the business needed to preserve affordability for students.

Applied Education needed a way to expand capacity, improve turnaround, and maintain compliance — all without eroding its culture or brand integrity.

The Solution

Applied Education partnered with Brainbox, a Western Australian offshoring specialist with a delivery centre in Pampanga, Philippines, to establish a dedicated Education Operations Hub.

The Brainbox hub consisted of twelve full-time professionals:

Two Digital Marketers responsible for content scheduling, EDM campaigns, social media management, SEO, and analytics.

One ICT Support Officer handling first-line technical support for Moodle and the learning management system.

Four Student Support Officers responding to enrolment queries, attendance monitoring, and CRM updates.

Five Assessors providing first-marking, evidence mapping, and preliminary feedback under moderation by Australian lead assessors.

*"Offshoring with Brainbox wasn't about cost-cutting; it was about capability. We now operate with greater consistency, faster turnaround, and a deeper focus on teaching and compliance. The partnership has been central to how we've grown from **$2.5M** to **$4.5M** — **without increasing our onshore headcount**."*

- Brett Thornett, Director, Applied Education

Company Overview

PerigonOne is an Australian IT Managed Service Provider delivering end-to-end IT support, cybersecurity coordination, and managed services to small and mid-market organisations. The business supports clients across multiple industries, providing help desk services, user support, asset management, and ongoing technology optimisation.

BRAINBOX I CASE STUDY I OFFSHORING

Perigon One - Scaling Services Delivery and Commercial Efficiency through Targeted Offshore Operations

The Challenge

An internal operational review identified several constraints limiting scalability:

1. **Service Delivery Bottlenecks** – Senior technical staff and the Service Delivery Manager were spending excessive time on Level 1–2 support, user administration, asset tracking, and routine monitoring activities. This constrained their capacity to focus on complex incidents, client strategy, and service improvement initiatives.
2. **Administrative Load on Revenue Leadership** – The Client Revenue Officer was heavily involved in operational administration — including client onboarding documentation, invoicing coordination, procurement, reporting, and executive support — reducing time available for revenue growth, partnerships, and client engagement.
3. **Rising Cost-to-Serve Pressure** – Expanding local headcount to address these issues would have significantly increased fixed costs, without proportionate gains in leverage or flexibility.

PerigonOne concluded that while service delivery and client-facing roles were mission-critical, a portion of both technical support and business administration could be delivered offshore — provided service quality, security, and accountability were preserved.

The Solution

In 2024, PerigonOne partnered with **Brainbox**, an Australian offshoring provider, to establish a targeted offshore support model. The approach was deliberate and role-specific:

Offshore Roles Deployed

Two (2) Business Support Administrator

Responsible for executive and operational administration, including.

Reporting directly to the **Client Revenue Officer**, this role acted as an operational extension of leadership rather than a standalone admin resource.

Three (3) Help Desk Support Specialist

Responsible for frontline technical support and operational IT tasks,.

Reporting to the **Service Delivery Manager**, this role absorbed recurring technical workload and improved service responsiveness.

*"Having Brainbox in the middle gives us more certainty. It also gives us quality assurance that the people **Brainbox hire for us are at a really high calibre**."*

- Service Desk Manager

Company Overview

Pressure Dynamics is a Western Australian-based engineering company specialising in hydraulic, lifting, and motion control solutions for the oil and gas, mining, defence, and industrial sectors. With more than 80 employees, the business delivers design, manufacturing, testing, and field services from its Perth headquarters and regional facilities.

BRAINBOX I CASE STUDY I OFFSHORING

Pressure Dynamics – Building Market Agility Through Offshore Marketing Support

The Challenge

By 2020, the company's marketing activity was somewhat fragmented and reactive. The newly appointed Perth-based Sales Lead oversaw both business development and marketing, supported only by intermittent administrative assistance.

Three critical issues emerged:

1. **Inconsistent marketing output** – Campaigns, case studies, and website updates occurred irregularly, limiting brand visibility and client engagement.
2. **Underutilised CRM system** – The company's Pipedrive CRM was populated with years of project and client data but was inconsistently maintained, with gaps in follow-up activity and data quality.
3. **Opportunity cost of senior time** – High-value business development staff were spending hours each week maintaining CRM records, preparing reports, and coordinating content rather than focusing on clients and tenders.

The leadership team wanted to improve consistency and digital presence while reducing the cost burden of hiring in-house marketing staff in Perth.

The Solution

Pressure Dynamics partnered with Brainbox — an Australian offshoring specialist with a delivery centre in Pampanga, Philippines — to establish a dedicated offshore marketing support function.

Managing and **maintaining** Pipedrive CRM records, ensuring data accuracy, follow-up tracking, and activity reporting.

Producing digital marketing content — including LinkedIn posts, newsletters, case study updates, and social media scheduling.

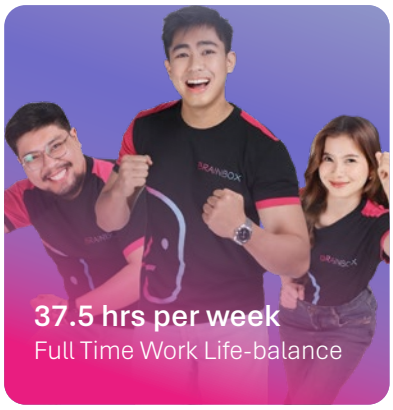
Supporting the Perth-based Sales Lead with campaign analytics, EDM coordination, and tender preparation.

Implementing brand-consistent templates and content workflows for internal and external communications.

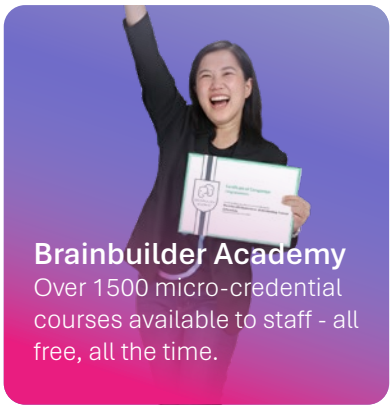
"The offshore marketing officer through Brainbox has been transformative. We now have consistent campaigns, clean CRM data, and far better reporting discipline. ***The cost is modest compared to the capability gained. It feels like we've finally joined the modern marketing era.***"

- Ben Carr, General Manager, Pressure Dynamics

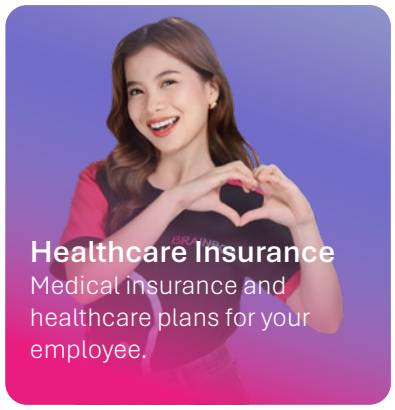
WORKING AT BRAINBOX



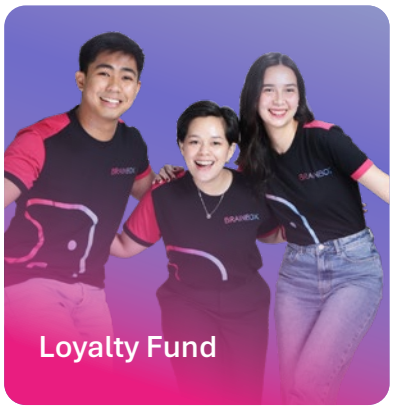
37.5 hrs per week
Full Time Work Life-balance



Brainbuilder Academy
Over 1500 micro-credential courses available to staff - all free, all the time.



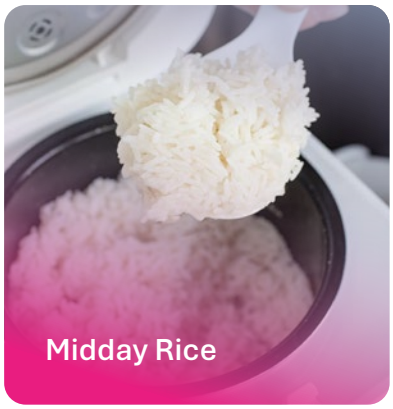
Healthcare Insurance
Medical insurance and healthcare plans for your employee.



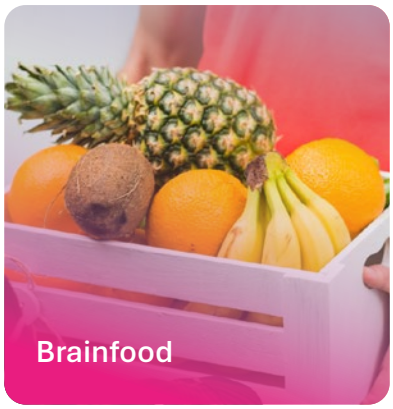
Loyalty Fund

Referral Bonus

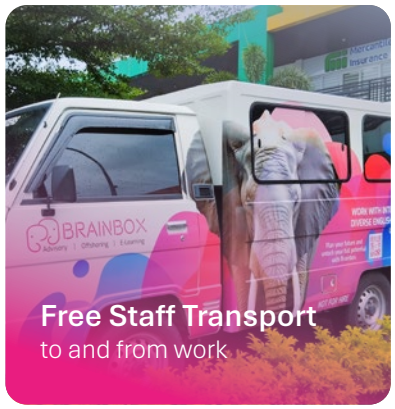
Kindness driven culture



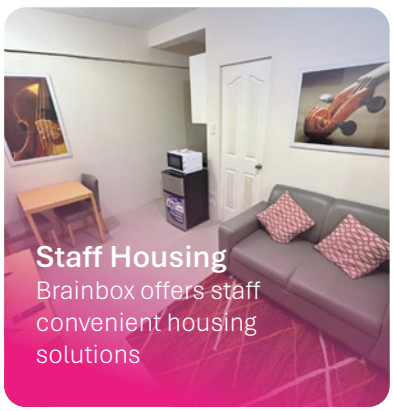
Midday Rice



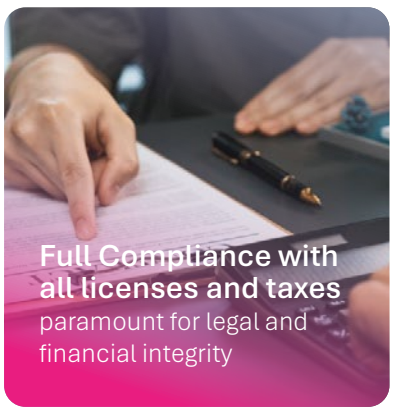
Brainfood



Free Staff Transport
to and from work



Staff Housing
Brainbox offers staff convenient housing solutions



Full Compliance with all licenses and taxes
paramount for legal and financial integrity

Medical Facilities & First Responders
Audited annually by the Department of Labor and Employment

BRAINBUILDER

Brainbox is committed to the ongoing professional development of its people, with 60% of promotions occurring via internal mobility. All Brainbox staff enjoy free access to an internal training academy with more than 1500 microcredentials, allowing them to efficiently address skill gaps and pursue areas of professional interest.

Courses cover functional areas such as Microsoft Excel, CRM fundamentals, and preparing budgets along with soft skills such as HR for managers, building a safety culture, and managing high performing teams. The Brainbuilder Academy is also available to Brainbox clients wishing to upskill their own staff via microcredential competency development.

Career Development

- Active Listening
- Advanced Writing Skills
- Becoming a Better Learner
- Building Your Self Esteem and Assertiveness Skills
- Business Etiquette: Gaining That Extra Edge
- Business Writing That Works
- Communication Strategies
- Conquering Your Fear of Speaking in Public
- Creating a Dynamite Job Portfolio
- Creating Winning Proposals

and more...

Workplace Essentials

- An Environmental Audit Primer
- Balanced Scorecard Basics
- Being a Team Player
- Beyond Workplace Politics
- Bullying in the Workplace
- Business Ethics for the Office
- Business Process Management
- Code of Conduct: Setting the Tone for Your Workplace Collaboration
- Continuous Improvement with Lean

and more...

Supervisors and Managers

- Advanced Project Management
- Becoming a Progressive Employer
- Becoming Management Material
- Budgets and Managing Money
- Coaching and Mentoring
- Conference and Event Management
- Conversational Leadership
- Dealing with Difficult People
- Delegation: The Art of Delegating Effectively
- Design Thinking: An Introduction
  From Boss to Leader
- Human Resources Training: HR for the Non-HR Manager

and more...

Human Resources

- Accounting Skills for New Supervisors
- Anger Management: Understanding Anger
- Appreciative Inquiry
- Building Better Teams
- Business Succession Planning: Developing and Maintaining a Succession Plan
- Conducting Effective Performance Reviews

and more...

Microsoft Office 365

- Access 365: Part 1. Create Advanced Queries
- Access 365: Part 1. Design a Relational Database
- Access 365: Part 1. Generate Reports
- Access 365: Part 1. Getting Started with Access
- Access 365: Part 1. Importing and Exporting Data
- Access 365: Part 1. Joining Tables
- Access 365: Part 1. Query a Database
- Access 365: Part 1. Working with Table Data
- Excel 365: Part 1. Adding Pictures and Shapes
- Excel 365: Part 1. Finalising Workbooks
- Excel 365: Part 1. Formatting a Worksheet

and more...

Microsoft Office 365

- Advanced Skills for the Practical Trainer
- Developing a Lunch and Learn Program
- Developing a Training Needs Analysis
- Developing an eLearning Course
- Developing Your Training Program
- Developing Your Training Program Facilitation Skills
- Enhanced Learning Experiences with UDL
- Exploring Universal Design for Learning Facilitation Skills

and more...

Sales and Marketing

- 10-Minute Presentations
- Body Language: Reading Body Language as a Sales Tool
- Branding: Creating and Managing Your Corporate Brand
- Building Relationships for Success in Sales
- Call Centre Training: Sales and Customer Service Training for Call Centre Agents

and more...

Small Business Training

- Basic Business Management: Boot Camp for Business Owners
- Building a Consulting Business
- Building an Online Business
- Communications for Small Business Owners
- Entrepreneurship 101: E-Commerce Management
- Global Business Strategies

and more...

Business Writing

- Advanced Writing Skills
- Business Writing That Works
- Conducting Accurate Internet Research
- Creating Winning Proposals
- Research Skills
- Writing a Business Plan
- Writing for the Web
- Writing Reports and Proposals

Brainbox Courses

- AI 101 for Admin Focused Tasks
- Becoming an Outstanding Executive Assistant
- Brainbox Business Development Manager Foundations: Disciplined, Governed, and Ethical Selling
- CEO Competency Development
- Managing a Philippines Team
- Managing Teams: Decision-Making
- Maximising Productivity with ChatGPT at Brainbox
- Welcome to Privacy in Practice
- Working with Australians: Understanding Cultural Differences

WHY ELEPHANTS?

Our elephants look backwards in recognition of learning from the past, and forward into an exciting future

Brainbox companies incorporate elephants into their logos as a symbolic representation of various admirable qualities we can relate to. These majestic creatures embody immense strength, genuine kindness, remarkable memory, and a remarkable ability to work together as a group. By featuring elephants in our logos, we aim to evoke these positive attributes and values.

Furthermore, our depiction of elephants looking backward signifies a respect for the lessons learned from the past. It represents a recognition of history's importance in shaping our present and guiding us towards a promising future. Similarly, the elephants gazing forward symbolise our anticipation and readiness for the opportunities and challenges that lie ahead. It reflects our proactive approach and optimism towards embracing the future with enthusiasm and confidence.

MODERN SLAVERY STATEMENT

Brainbox is not a mandated organisation for the purposes of compliance with the Modern Slavery Act 2018 (Cwth) and is not strictly required to submit a Modern Slavery Statement. Rather, Brainbox has elected to voluntarily comply with the provisions of the Act and its supporting Regulations because we are convinced that the Act is aligned with our organisational value and is the 'right' way to conduct our business.

Our Commitment

Our corporate value of Always Be Kind means that we are committed to facilitating workspaces and relationships that are safe, ethical and transparent. We strive to not pursue relationships that facilitate, endorse or encourage modern slavery practices, whether directly or indirectly.

How We Do It

After consideration of our operations and supply chain, we have classified our modern slavery risk into two distinct areas: our clients and our people.

Our Practice

Brainbox's stringent recruitment and employment practices reflect our core value, and the risk of Brainbox actively participating in or contributing to modern slavery through our people is low.

DATA PROTECTION & SECURITY

All data stored with Brainbox is guaranteed to be safe, secure, and dependable. It's not just a preference; it's our standard operating procedure. We allocate significant resources to safeguard your sensitive information, ensuring it remains protected at the highest standards.

Access control

Users can only access information permitted to them, ensuring tailored access through customisable roles.

Data storage, backups, private cloud & self-hosted options

Your data is securely hosted. Private cloud options are available for larger corporations at an extra cost.

Secure connections and encryption

Brainbox offers secure connections and encryption, ensuring utmost protection for data transmission and storage.

Firewalls and threat protection

Brainbox servers are safeguarded by web application firewalls that ensure both high performance, allowing for uninterrupted service speed, and comprehensive protection against multiple threats.

Login rules

In Brainbox, you can set login settings, including password length, complexity, and reset frequency for users.

Proactive monitoring

Brainbox actively monitors its operating system, core functions, uptime, patch upgrades, firewall status, and hacking attempts.

Data ownership

You retain ownership of your data. We only access your platform with your explicit permission, and you can request a copy of your data at any time.

Vulnerability assessment

Brainbox undergoes monthly cyber vulnerability assessments using Governance Manager's CYBERassess.

Physical security

Brainbox offices are equipped with CCTV for security monitoring and entry points are staffed by security personnel.

Biometric Timekeeping

Brainbox uses biometric face recognition technology for accurate employee attendance and time-keeping.

Trusted by over 150 Australian companies

WHAT OUR CLIENTS ARE SAYING

Our business has really succeeded since we brought on the staff that Brainbox has provided. We started with one staff member and have now grown the team to around twelve. If it hadn't stopped early.

Debra Tonus Academic Manager, Applied Education

We chose Brainbox because they treat people properly. Their model removed all our concerns about ethical offshoring and gave us complete confidence in hiring offshore.

Mark Birkinshaw Director & Co-Founder, Tango IT

Brainbox Offshoring has brought new skill sets into our business, improved our ability to manage workload, and allowed us to move faster. Our organisation has genuinely changed because of it.

Flavio Bruni General Manager, Weld East Fabricators

Having Brainbox in the middle gives us more certainty. It also gives us quality assurance that the people Brainbox hire for us are at a really high calibre.

Zak Phaipanya Service Desk Manager, PerigonOne

Offshoring through Brainbox has helped us grow our business while keeping quality high, especially in customer-facing roles.

Kate Hassen Chief Executive Officer, Transformed

The quality of support we're getting is far higher than I expected. That's been a really positive outcome of working with Brainbox.

Pippa Colreary People and Culture Consultant, HR Elements

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